

You Have a Leak—NOW WHAT?

NUD's Quick Guide to Common Leak Questions

How do you know if you have a leak?

Your water bill may be higher than usual (by a little or a lot). Or we may have left you a "potential leak" notice (continuous usage or usage above a certain amount triggers a "leak check" alarm on our meters).

Step 1: Check your meter

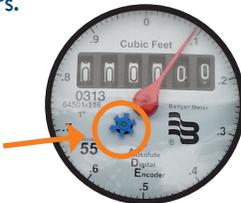
Don't know where your meter is located? We can help—call us at (425) 398-4403.

- ▶ Make sure NO water is being used inside or outside the house
- ▶ Check the **leak indicator dial or icon** on your meter face (see diagram below). If the dial is moving or the icon is visible AND no water is being used, you may have a leak.

Does your meter show a leak?

The diagrams below show our two types of meters and their leak indicators.

- 1 Most common meter:** The blue dial measures water moving through the meter. **If the dial is spinning, water is flowing** somewhere.



- 2 Newer meters:** If a leak is suspected, this **leak indicator icon** will appear at the bottom of the meter face:



What do you do next?

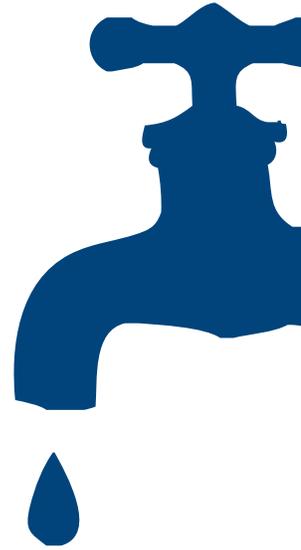
We hope this quick guide to the most common leak questions can help.

We advise you to check for "little leaks" regularly. Resolving leaks quickly saves water AND money!

Step 2: Isolate the leak

To find out whether the leak is inside or outside:

- ▶ Turn off your home's main water shut-off valve—usually found in the basement or garage. If you don't have a main shut-off (recommended), turn off all water-using fixtures in the home.
- ▶ Check your meter again: **did the dial stop moving or leak icon disappear?** If so, you've isolated the leak to inside. If the dial keeps moving or leak icon is still visible, the leak is outside between the meter and the house.



If the leak is inside, start by checking toilets and faucets:

- ▶ **Toilet Dye Test:** Drop a dye strip or a few drops of food coloring in the tank. Wait at least 30 minutes (overnight if possible). If the dye has run into the bowl, the toilet has a leak.

If the leak is outside on your water supply line:

- ▶ **Try the visual test first:** Look (and feel) for signs of water flow or seepage on your property—maybe a puddle that never dries or a darker spot on dry concrete. Check irrigation system or water feature connection points.
- ▶ If this doesn't uncover the leak's location, you will need a professional's help—see back page: "If you don't find the leak."

"Little leaks" add up to BIG BILLS!

How much money are those "little leaks" costing you? The chart below shows water loss of common household leaks, translated into dollars on your water bill.

| Leak Source | Leak Size | Gallons/Day wasted (approximate) | Gallons/Month wasted (approximate) | \$/Month (approximate, at NUD 2017 rates) |
|----------------------|----------------|----------------------------------|------------------------------------|---|
| Leaking showerhead | 10 drips/min | 1.4 | 43 | <\$1.00 |
| Leaking faucet | 1 drip/second | 9 | 259 | \$2.00 |
| In-ground irrigation | 1/32" diameter | 210 | 6,300 | \$30.00 |
| Running toilet | 1 gal/min | 1,440 | 43,200 | \$315.00 |

Watch sneaky toilet leaks!

Check your toilets regularly for leaks. A silently leaking toilet can cost you **over \$300 a month!**

Replacing toilets? Consider a high-efficiency model for extra water savings. We sponsor rebates for some models—visit Savingwater.org/Rebates for info.



Not finding the answer you need?

We're available to help!

Call (425) 398-4403 or (425) 398-4400 after hours in an emergency.

Step 3: If you don't find the leak...

The top two reasons for "mysterious" water leaks are a leaking toilet or a leak between the meter and the house.

If isolating toilets and checking your grounds for visible water signs doesn't uncover the leak source, this is the time to call in a **professional leak detection company**.

Many plumbers can perform leak detection as well as leak repair services. Unfortunately, *we cannot help locate leaks or pipelines on private property*—the pipes within and beneath the property are the homeowner's responsibility. We can provide asbuilts (infrastructure diagrams) for private sewer but not private water lines.

Step 4: Fixing the leak: DIY or pro?

Many household leaks can be solved with simple tools and a little education—and fortunately, DIY-ers have access to multiple resources. But even if you must pay for repairs, you will still save money in the long run.

Step 5: Adjustments to your bill

Each customer is allowed **one leak adjustment every two years for up to two billing cycles**. Consider whether the bill increase resulting from your leak is worth using your available adjustment.

To be eligible, you must do the following:

- ▶ **Make repairs within 12 months** of finding or being notified of the leak.
- ▶ **Fill out the Leak Adjustment Request form and submit with proof of repair.** The form is located at www.nud.net/leak-adjustment.
- ▶ **Continue to make payments** in the amount recommended on the leak adjustment forms.
- ▶ **Wait for response.** The request will be considered once the meter is read for the billing period *following the leak repair*.

Planning to DIY?



Find videos on fixing common household leaks, including faucets and toilets, at www.nud.net and savingwater.org.

Your local hardware store pros can be another helpful resource.

"Call Before You Dig!"



**Know what's below.
Call before you dig.**

The law requires utility locates before doing any excavating to prevent damage to underground utilities and potential danger.

Call "811," the Utility Notification Center 48 hrs in advance of digging (24 hrs in emergencies). They will notify all utilities to locate their underground infrastructure.

Still have questions?

Visit www.nud.net/leaks for more info and links to help you find and fix leaks.

If you need further help troubleshooting your leak, we can arrange a field staff member to meet with you—call (425) 398-4403.

Our customer service representatives are always happy to help answer your questions.

Need a Pro? Don't Panic!



Don't hire the first person you find. Take the time to **get more than one bid** for leak repairs. Most plumbers or contractors will give you a free estimate.

If the water is gushing, we can help you turn it off at the meter.

Making underground repairs?